



# Problem Resolution Report

**NORTHROP GRUMMAN**

NG/CoSD-015

## Ruggedized Laptops Resource Units

**Date:** February 5, 2007

### **Summary:**

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

### **Issue or Problem:**

The Parties wish to include the addition of a Ruggedized Laptop Resource Unit to the scope of the Agreement.

### **Resolution:**

The Statement of Work of the Agreement is supplemented by an addition to Schedule 4.3, section as shown in Attachment 1 to this PRR. This new subsection, Ruggedized Laptop, defines a new Personal Computing Services Asset, the standard for which, as of the effective date of this PRR, is defined as a Panasonic Toughbook-30 in the configuration defined in Attachment 2 to this PRR.

A new Resource Unit entitled Ruggedized Laptop is also added to Schedule 16.1-1 as shown on Attachment 3 to this PRR.

\*\*\*\*\*

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.



# Problem Resolution Report

**NORTHROP GRUMMAN**

NG/CoSD-015

Ruggedized Laptops Resource Units

IN WITNESS WHEREOF, THE Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: Dorothy R. Gardner

Name: Dorothy R. Gardner

Title: Sr. PCO

Date: 5/21/07

NORTHROP GRUMMAN INFORMATION  
TECHNOLOGY, INC.

By: Randolph Parbst

Name: RANDOLPH PARBST

Title: DIR, CONTRACTS

Date: 5/18/2007

## **Attachment 1 to PRR-015**

- **Rugged Laptop**

Rugged Laptop hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. The process to set Rugged Laptop hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

Each Contract Year, 33.3% of the Rugged Laptop will be refreshed. The refresh will occur over the course of the Contract Year using a straight line methodology (33.3% of assets evenly refreshed over 12 months). Hardware and core software that meet current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

**Panasonic Toughbook-30**

## **Attachment 2 to PRR-015**

Wireless-ready Notebook PC, Fully Rugged  
MIL-STD\_810F-Tested

- Intel Core Duo Processor L2400, 1.66GHz 2MB L2 Cache, 667 MHz FSB
- 80GB or 60GB HDD
- 1GB SDRAM(DDR2) standard, expandable to 4096MB
- Intel PRO/Wireless 3954ABG LAN Connection 802.11a/b/g
- Authentication: LEAP, WPA, 802.1X, EAP-TLS, EAP-FAST, PEAP
- Encryption: CKIP, TKIP, 128-bit & 64-bit WEP, Hardware AES
- 10/100/1000 Ethernet – RJ-45
- Intel Mobile 945GM Graphic Controller DVMT up to 128 MB
- 13.3" daylight-readable TFT Active Matrix Color LCD
- Touchscreen LCD available with Touchscreen version
- External Video – MiniD-sup 15 pin
- USB 2.0 – 4 pin x 3
- Lithium Ion Battery Pack (10.65, 8.55Ah) with over-charge protection
- Multimedia Pocket accepts optional Combo of Multi Drive, or second battery
- Full Magnesium Alloy case with handle
- Security
- Hard-Disk Lock
- Cable Lock Slot
- 8.2lbs
- Resistant to dust and water at the IP54 level: withstands rain or dust storms, not water submersible
- Battery Life: 6 hours depending on conditions
- Available December 2006, expected starting price \$4699.00

### **Integrated Options**

- Wide Area Wireless Solutions
- EVDO
- HSPDA
- Fingerprint Scanner
- GPS
- Backlit Keyboard-sealed rubber or plastic emissive
- SmartCard Reader

### **Warranty**

- 3-year limited warranty, parts & labor

### **Manufacture Website:**

**<http://catalog2.panasonic.com/webapp/wcs/stores/servlet/ModelDetail?displayTab=O&storeId=11201&catalogId=13051&itemId=100537&catGroupId=32001&surfModel=Toughbook-30>**

### **Hardware Reviewers:**

Page: <http://www.notebookreview.com/default.asp?newsID=3276>

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (Specific cost detail breakdown) Hardware, Functions Maintenance Break/Fix, Software Licenses, Software Break-Fix, Printer Maintenance, IM&A, Refresh Support, Desktop Application Diversity Maintenance	Resource Unit Fee (95% to 110% band)	Baseline Volume (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (10% to 120% band)	Resource Unit Fee (120% to 150% band)	Measurement Methodology (Specific measurement on first day of month or cumulative use during month)	Depreciation Time Period (in Years)
Laptop - Rugged	Desktop Services-Section 4	Laptop - Rugged	Fixed monthly fee per unit		\$ 208.56	600	125,136	B1	\$ 260.70	\$ 256.93	\$ 188.33	\$ 177.28	Specific	3

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdowns)	Resource Unit Fee	Revised Component Fee	Description of Components
Laptops	Desktop Services - Personal Computing Services-Section 4.4	Laptop	Fixed monthly fee per unit		\$ 208.56		
				Hardware		127.29	This represents the costs of acquiring assets to support the Refresh tasks. The amount included is the cost of the hardware amortized over three years (refresh cycle of a Laptop).
				Hardware Maintenance/Break-Fix		11.18	This element comprises break-fix services, primarily labor and parts.
				Software License		18.24	Software licenses include the cost of software license upgrades/refresh. Based on the Refresh Cycle of 3 years for Laptops, the aggregated cost is apportioned over the baseline volume of Laptops.
				Software Break-Fix		20.46	This comprises costs associated with the labor and resources for desk-side/Level 2 support.
				IMARs		11.10	IMAR costs are Labor associated with IMAR's.
				Refresh Support		9.99	Refresh Support represents the labor to conduct ongoing refresh activities. Includes warehousing activities, imaging, hardware delivery to County site, provide install services, removal of old Laptop and any boxes and packing materials.
				Desktop Application Directory Maintenance		10.30	This represents the labor, equipment and software costs associated with operating the Desktop Service Office, which provides centralized control of all desktop services, Model Office, and automated Software distribution.